

---

# **Student System**

## **The University of Manchester**

---

# **A Guide to Student Access to University Facilities**

Version 13

**Student Systems and Business Support**  
**June 2018**

## Contents

<b>Contents .....</b>	<b>1</b>
<b>Introduction .....</b>	<b>2</b>
<b>Access Rights Summary Table .....</b>	<b>3</b>
1 Access Rights.....	4
1.1 Access to IT accounts.....	4
1.2 Access to Library services .....	5
1.3 Access to Buildings .....	6
<b>2 Understanding how the Campus Solutions record controls access.....</b>	<b>6</b>
2.1 Active Students.....	7
2.3 Leave of Absence .....	8
2.4 Resitting without attendance .....	8
2.5 Submission Pending .....	9
2.6 Thesis Submitted .....	10
2.7 Extensions .....	11
2.8 Referrals / minor corrections .....	11
2.9 Graduands.....	12
2.10 Withdrawing Students .....	13
<b>3 Which Student ID Cards are Valid? .....</b>	<b>13</b>
3.1 Cards which have an expired end date .....	13
3.2 If Cards do not open barriers .....	14
3.3 Completer Cards.....	14
<b>4 Contacts for access problems .....</b>	<b>15</b>
<b>Appendix: Records Precedence in Access Systems .....</b>	<b>18</b>
5.1 Record Precedence for Alma, (the library system) .....	18

## Introduction

This guide has been produced by the Student Records Team to explain how students are given access to various University facilities and what should be done if a student reports a problem with their access rights.

Students have access to a number of facilities at The University of Manchester- : the Library, IT accounts, My Manchester, email, Blackboard and University buildings.

## Key Points:

- 1) The level of access a student has depends on their status in Campus Solutions, the University's student record system.
- 2) A student's access rights are withdrawn once a student is completed on Campus Solutions and their graduation date is exceeded.
- 3) Access rights are no longer determined by a student's expected end date.
- 4) A change in student status may take up to 1 day to affect a change in access rights.
- 5) All active students have full access. If a student is active but not registered, they should still have full access.

## Understanding access to facilities, a brief overview:

### 1) Assigning access to a student record

The assignment of access rights is dependent on the student's record in Campus Solutions; if access is incorrect, the Campus Solutions record should be checked as this is likely to be the cause of the problem.

Access to facilities should not normally be set up manually for individual students, (there are some exceptions to this e.g. access for students on appeal and temporary email access).

### 2) Levels of access rights

The level of access for students in different situations has been agreed by representatives from schools working with colleagues from Central Professional Support Services (PSS); (see page 3).

### 3) Dealing with incorrect access rights.

If a student has incorrect access, their student record in Campus Solutions needs to be checked. (Staff in schools are able to check a student's record in Campus Solutions).

Students should not be given access to facilities if the access requested is not in line with the table on page 3.(e.g. if the student's record in Campus Solutions shows that they have been withdrawn, they should not be given access).

- 4) The guide details record information in Campus Solutions 9.0 only. Access to facilities for the new GMBA career in Campus Solutions 9.2 will be added in due course, but in most cases relevant access should be considered equivalent to PGDT.

### 5) Help – Student Records Team – to check a student's record on Campus Solutions.

The Student Records Team (STUDENT RECORDS TEAM) can be contacted on: **0161 306 6544** or [cs.records@manchester.ac.uk](mailto:cs.records@manchester.ac.uk)

### 6) Help - IT Service Desk

In cases where the student's record on Campus Solutions is correct but the access is wrong, the IT Service Desk can be contacted to resolve the issue on: **0161 306 5544**.

### Access Rights Summary Table

The table below shows you the facilities that a student has access to depending on their situation:

Student Situation (as recorded in CS)	IT account	Career	My Manchester	Email	Library	Uni Buildings	Campus Solutions	Blackboard
Active, (inc. associate & visiting students)	✓	ALL	✓	✓	✓	✓	✓	✓
Leave of absence (research students)	✓	PGDR	✓	✓	✓	✓	✓	✓
Leave of absence (taught students)	✓	UG, CEPD, PGDT	✓	✓	X	X	✓	✓
Leave of absence (taught students) with action reason of 'NCST'	✓	UG, CEPD, PGDT	✓	✓	X	X	✓	X
Re-sitting without attendance	✓	ALL	✓	✓	✓	✓	✓	✓
Submission pending (PGDR)	✓	PGDR	✓	✓	✓	✓	✓	✓
Thesis Submitted (PGDR)	✓	PGDR	✓	✓	✓	✓	✓	✓
Extensions to Programme (PGDR)	✓	PGDR	✓	✓	✓	✓	✓	✓
Minor Corrections & Referrals (PGDR)	✓	PGDR	✓	✓	✓	✓	✓	✓
Graduands	✓	N/a	✓	✓	✓	X	✓	✓
Withdrawn/Discontinued Students	X	ALL	X	X	X	X	X	X
Students eligible to appeal, (WADM/ACAD)	✓	ALL	X	✓	X	X	X	X
Applicant (Applicant status)	✓	Not UGRD/MD UG (UCAS)	X	X	X	X	X	X
Applicant (Admitted status)	✓	ALL	✓	X	X	X	✓	X

#### Note:

**Termination of IT access rights:** A student's access rights are withdrawn once a student is completed on Campus Solutions and their graduation date is exceeded. Access is also withdrawn as soon as the student is withdrawn unless they are eligible to appeal, (in which case it occurs 28 days after their withdrawal).

#### Early Completions:

If a completed student is not planning to attend the next available graduation ceremony, administrators in schools must remember to manually input the appropriate graduation date otherwise the student will lose their access to facilities.

**GMBA career students:** Currently these students activate their IT account as an applicant. These students do not get access to systems via My Manchester. Instead they are given direct links into Campus Solutions, outlook and Blackboard when they reach the appropriate status.

## 1 Access Rights

As outlined in the summary table on page 3, the Student Record in Campus Solutions gives access to 3 main types of facilities – IT accounts, Library Services and Buildings. There are slightly different rules affecting these different facilities as described below:

### 1.1 Access to IT accounts

- Access to activate an IT account via <https://iam.manchester.ac.uk/> depends on the career.  
For direct entry PGDR and PGDT applicants IT Sign Up should be available within 48 hours of application submission.  
UGRD and MDUG UCAS applicants and PGDT applicants for the PGCE will not be able to complete IT Sign up until they have an Unconditional offer and their status in Campus Solutions is updated to 'Admitted'. For the vast majority of UGRD applicants this means they will not be sent a central University communication instructing them to activate their IT account until the end of August in their year of entry. Schools are advised that they should not send separate communications to applicants about IT Account activation to avoid confusion.
- Access to a student's IT account is given as long as the student is active on their programme.
- Even when a student completes their programme, they will have access until they reach their Graduation Date. This is a date shown on the Graduation Data page of Campus Solutions.
- If a student is withdrawn because of failure in academic studies, (e.g. failing resits and receiving a programme action/action reason of WADM/ACAD), you must add this row with the correct effective date. A student will automatically receive another 28 calendar days of IT access to appeal as appropriate. This will allow them to retain access to their email and MyManchester.

This practice will allow the student to view their results on-line and is in accordance with the University's Academic Appeals Procedure – Regulation XIX which states: "An Appeals Form should be submitted to a Faculty Office within 20 working days of notification of the result or decision".

- When the Graduation Date is passed, the student will have an Alumni role assigned to their record and will lose the student access role.
- Expected End Date of Student does **not** affect access.
- Whether or not a student is registered does **not** affect access.

- Students who remain un-registered after an agreed date will be withdrawn, (FREG - failure to register action reason).
- Staff access rights take precedence over student access rights when someone has a dual role. My Manchester for Staff will be the default on log in, but My Manchester for Students can be accessed by clicking the link in the green area on the My Manchester for Staff home page. When a staff contract ends then access will automatically revert to student access.
- Graduands (in any career) who are also applicants will not lose their access to their IT account and email after graduation/completion. There are steps in place to automatically extend the rights of this dual role combination.

## 1.2 Access to Library services

- Access to Library services is given as long as the student is active on their programme until they reach their graduation date. Their CS record is used to create their role in the Library system (Alma).
- Student access is withdrawn immediately once a student is completed, (when they will receive Graduand access). Graduand access ends when a student reaches their Graduation Date\*.
- **Research students:** The Library system's (Alma) end date will be set to 31st July 2099 when the student is within 84 days of their expected end date. The expected end date used is their Expected End Date of Student, the end of their programme duration or the last date of the term they're last term active in depending on which is later. The end date of 31<sup>st</sup> July 2099 will indicate to library staff that the student is near the end of their programme.
- **Taught students:** The Library system's (Alma) end date will be set to 31st July 2099 when the student is within 28 days of their expected end date. The expected end date used is their Expected End Date of Student, the end of their programme duration or the last date of the term they're last term active in depending on which is later. The end date of 31<sup>st</sup> July 2099 will indicate to library staff that the student is near the end of their programme.
- **Interruptions:** Taught students who are interrupting for over 60 days, (as recorded by the effective dates of the Leave of absence (LoA) and return from LoA in CS), will have their access stopped.
- Whether or not a student is registered does **not** affect access.
- Students who fail to fully register must be withdrawn as quickly as possible, (FREG - failure to register action reason). It is essential that September starters are withdrawn by 30<sup>th</sup> November in time for the annual census on 1<sup>st</sup> December.
- If a student becomes an active member of staff while still having a student role, the staff role in Resource Link will take precedence in creating their Library (Alma) account. When the staff role is closed, (expiry date is before today), the active

student role will again take over, (the best end date from either Campus Solutions or Resource Link will be used for people with multiple roles/relationships).

- If a student is active on both a research programme and a UGRD/CEPD programme at the same time, the PGDR record will take precedence in creating the ALMArole.
- If a graduate of the university wants access to The Library, they are given a 'library user' role in the CRM and the role is then automatically created in Alma. As there is no active student role in CS, (expiry date is before today), this takes precedence in Alma.

\* Integration creates a pseudo-graduation date for completed students without a graduation record:

- If a student completes between 1st January and 30th June, pseudo graduation date will be 1st August of the calendar year in which they completed
- If a student completes between 1st July and 30th November, pseudo graduation date will be 3rd January\* after the calendar year in which they completed
- If a student completes in December, pseudo graduation date will be 1st August of the year after the calendar year in which they completed

### **1.3 Access to Buildings**

- Access to buildings is given as long as the student is active on their programme and the end date in the access control system is valid. (Access is controlled by an end date. If the student is still active and the existing end date is exceeded, the end date in the access system is extended to a future date depending on the status of the student).
- When a student does not have an active status, they will drop out the feed to the access control system. A one-off "disabled" record will be sent to the Stopford system.
- There is an annual data cleansing routine - once a year inactive records are deleted from the systems controlling access to buildings, (if they have been dormant for over 6 months).

## **2 Understanding how the Campus Solutions record controls access**

The Student Record System - Campus Solutions controls a student's access to University facilities (see table on page 4).

- 1) The level of access a student has depends on their status in Campus Solutions, the University's student record system.
- 2) A student's access rights are withdrawn after a period of time when a student is completed on Campus Solutions and their graduation date is exceeded.

- If you have access to Campus Solutions you can check what access a student should have using the information below.
  - If you do not have access to Campus Solutions you will need to contact the student's school or the Operational Helpdesk on 0161 306 5444.
- 3) A student's access rights are withdrawn after a period of time when a student is withdrawn from Campus Solutions. (either immediately or after 28 days if they have leave to appeal).
- 

**Note:** A document detailing how the record is used to control feeds is available in the STUDENT RECORDS TEAM – "Access to Facilities v1.4)

## 2.1 Active Students

- 'Active in programme' is a status in CS which shows that a student is actively studying on a programme.
- Status can be seen on the Campus Solutions page: Student Programme/Plan

### Navigation:

Records and Enrolment>Career and Programme Information>Student Programme/Plan

- A student will only have the full access required if they are shown to be 'active in programme' as below.

The screenshot displays the 'Student Programme/Plan' page in Campus Solutions. The 'Status' field is circled in red and shows 'Active in Program'. Other fields include 'Effective Date' (14/10/2012), 'Program Action' (RLOA - Return from Leave of Absence), 'Academic Institution' (UMANC - The University of Manchester), 'Academic Program' (02966 - PhD Civil Engineering), 'Admit Term' (11/21 - 12/13 Year), 'Requirement Term' (11/21 - 12/13 Year), 'Expected Grad Term' (empty), 'Last Updated On' (10/10/2012 14:25:47), and 'By' (mwwssgb2). The 'Effective Sequence' is 1, 'Action Date' is 10/10/2012, and 'Joint Prog Appr' is unchecked. The 'Admissions' section shows 'From Application' unchecked, 'Application Nbr' (empty), and 'Application Program Nbr' (0). The 'Campus' is set to 'MAIN' and 'Academic Load' is 'Full-Time'. Links for 'HESA Instance' and 'CAS Details' are at the bottom.

## 2.2 Inactive Students

- If a student has a status of 'Cancelled' or 'Discontinued' they will lose their access. Only if they have a leave to appeal, (programme action of WADM/ACAD), will they retain access for 28 days from the effective date of the WADM.



- If this is the case, access should not be overridden. The School must correct the record if it is wrong.

Academic Career: Postgraduate Research [Career Requirement Term](#) Student Career Nbr: 0

Status: Cancelled [Registration Details](#)

Effective Date: 15/10/2012

Effective Sequence: 2

Program Action: WADM Administrative Withdrawal

Action Date: 10/10/2012

Action Reason:

Joint Prog Appr:

Academic Institution: UMANC The University of Manchester

Academic Program: 02966 PhD Civil Engineering

Admit Term: 1121 12/13 Year

Requirement Term: 1121 12/13 Year

Expected Grad Term:

Last Updated On: 10/10/2012 14:25:47

By: mwwssgb2

Admissions

☐ From Application

Application Nbr:

Application Program Nbr: 0

Campus: MAIN Main

Academic Load: Full-Time

[HESA Instance](#)

[CAS Details](#)

## 2.3 Leave of Absence

- Leave of absence (LOA) is a status in CS that is applied to the student record when a programme action of 'Leave of Absence' is added to a student record, (regardless of the action reason for LOA).
- Taught students and research students have different access rights when on LOA so in this case the career of the student is also taken into account i.e. Status and Career both therefore control access. Both can be seen on the Campus Solutions page: Student Programme/Plan

### Navigation:

Records and Enrolment>Career and Programme Information>Student Programme/Plan

- A student will have full access if they have a Status of 'Leave of Absence' and an Academic Career of 'Postgraduate Research'.
- A student will have limited access if they have a Status of 'Leave of Absence' and any other Academic Career.

Academic Career: Postgraduate Research [Career Requirement Term](#) Student Career Nbr: 0

Status: Leave of Absence [Registration Details](#)

Effective Date: 11/10/2012

Effective Sequence: 1

Program Action: LEAV Leave of Absence

Action Date: 10/10/2012

Action Reason: JURY Jury Service

Joint Prog Appr:

Academic Institution: UMANC The University of Manchester

Academic Program: 02966 PhD Civil Engineering

Admit Term: 1121 12/13 Year

Requirement Term: 1121 12/13 Year

Expected Grad Term:

Last Updated On: 10/10/2012 14:25:22

By: mwwssgb2

Admissions

☐ From Application

Application Nbr:

Application Program Nbr: 0

Campus: MAIN Main

Academic Load: Full-Time

[HESA Instance](#)

[CAS Details](#)

## 2.4 Resitting without attendance

- Resitting without attendance is shown by an Action Reason being applied to the student's record.

- Students resitting without attendance have the same access as active students.
- Status & Action Reason can be seen on the Campus Solutions page: Student Programme/Plan

**Navigation:**

Records and Enrolment>Career and Programme Information>Student Programme/Plan

- A student will have full access resitting without attendance as long as they have a Status of 'Active in Programme'

Academic Career: Undergraduate Career Requirement Term Student Career Nbr: 0

Status: Active in Programme

Effective Date: 10/10/2012

Program Action: DATA Data Change

Action Reason: BRWA Start Resit W/out Attend Period

Academic Institution: UMANC The University of Manchester

Academic Program: 00860 DPSN (Adult)

Admit Term: 1121 12/13 Year

Requirement Term: 1121 12/13 Year

Expected Grad Term:

Last Updated On: 10/10/2012 14:20:00

By: mwwssgb2

Effective Sequence: 1

Action Date: 10/10/2012

Joint Prog Appr:

Admissions

☐ From Application

Application Nbr:

Application Program Nbr: 0

Campus: MAIN Main

Academic Load: Full-Time

[HESA Instance](#)

[CAS Details](#)

**2.5 Submission Pending**

Submission Pending is a status that is applied to research students. It is indicated by both an action reason and a form of study, (action reason shown below). Because the students have the same access as any 'active' student, only the student status will control access.

Status and Action Reason can be seen on the Campus Solutions page: Student Programme/Plan

**Navigation:**

Records and Enrolment>Career and Programme Information>Student Programme/Plan

- A research student who is submission pending will have full access as long as they have a status of active.



Academic Career: Postgraduate Research [Career Requirement Term](#) Student Career Nbr: 0

Find | View All First 1 of 4 Last

Status: Active in Program [Registration Details](#) + -

'Effective Date: 17/10/2012

'Program Action: DATA Data Change

'Action Reason: SUBP Submission Pending

'Academic Institution: UMANC The University of Manchester

'Academic Program: 02966 PhD Civil Engineering

'Admit Term: 1121 12/13 Year

Requirement Term: 1121 12/13 Year

Expected Grad Term:

Last Updated On: 10/10/2012 14:25:47

By: mwwssgb2

Effective Sequence: 2

Action Date: 10/10/2012

Joint Prog Appr:

**Admissions**

☐ From Application

Application Nbr:

Application Program Nbr: 0

'Campus: MAIN Main

'Academic Load: Full-Time

[HESA Instance](#)

[CAS Details](#)

## 2.6 Thesis Submitted

You can see a student has submitted their thesis as they will be given an action reason of AWRE (awaiting results). Because the students have the same access as any normal 'active' student, only the student status will control access.

Status and Action Reason can be seen on the Campus Solutions page: Student Programme/Plan

### Navigation:

Records and Enrolment>Career and Programme Information>Student Programme/Plan

- A research student who is AWRE will have full access as long as they have a status of active.

Academic Career: Postgraduate Research [Career Requirement Term](#) Student Career Nbr: 0

Find | View All First 1 of 4 Last

Status: Active in Program [Registration Details](#) + -

'Effective Date: 17/10/2012

'Program Action: DATA Data Change

'Action Reason: AWRE Awaiting Results

'Academic Institution: UMANC The University of Manchester

'Academic Program: 02966 PhD Civil Engineering

'Admit Term: 1121 12/13 Year

Requirement Term: 1121 12/13 Year

Expected Grad Term:

Last Updated On: 10/10/2012 14:25:47

By: mwwssgb2

Effective Sequence: 2

Action Date: 10/10/2012

Joint Prog Appr:

**Admissions**

☐ From Application

Application Nbr:

Application Program Nbr: 0

'Campus: MAIN Main

'Academic Load: Full-Time

[HESA Instance](#)

[CAS Details](#)

## 2.7 Extensions

- You can see a student has been given an extension as they will be given an Action Reason of EXTN, EXTF or EXTS. The students have the same access as any 'active' student, i.e. the student status will control access.
- Status & Action Reason can be seen on the Campus Solutions page: Student Programme/Plan

### Navigation:

Records and Enrolment>Career and Programme Information>Student Programme/Plan

- A student who has an extension will have full access as long as they have a status of active.

The screenshot displays the 'Student Programme/Plan' page. The top navigation bar includes 'Academic Career: Postgraduate Research', 'Career Requirement Term', and 'Student Career Nbr: 0'. The main content area is divided into two columns. The left column lists student details: 'Status: Active in Program' (circled in red), 'Effective Date: 17/10/2012' (circled in red), 'Program Action: DATA' (circled in red), 'Action Reason: EXTN' (circled in red), 'Academic Institution: OMANC', 'Academic Program: 02966', 'Admit Term: 1121', 'Requirement Term: 1121', 'Expected Grad Term:', 'Last Updated On: 10/10/2012 14:25:47', and 'By: mwwssgb2'. The right column shows 'Effective Sequence: 2', 'Action Date: 10/10/2012', 'Joint Prog Appr:', and an 'Admissions' section with 'From Application' checked, 'Application Nbr:', and 'Application Program Nbr: 0'. At the bottom, there are fields for 'Campus: MAIN' and 'Academic Load: Full-Time'. Links for 'HESA Instance' and 'CAS Details' are also present.

## 2.8 Referrals / minor corrections

You can see a student has been given a referral or minor corrections as they will be given an action reason of REF1, REF2, REFL, REFT or MINR. The students have the same access as any 'active' student, i.e. the student status will control access.

Status and Action Reason can be seen on the Campus Solutions page: Student Programme/Plan

### Navigation:

Records and Enrolment>Career and Programme Information>Student Programme/Plan

- A student who has a referral will have full access as long as they have a status of active.

Academic Career: Postgraduate Research [Career Requirement Term](#) Student Career Nbr: 0

Find | View All First 1 of 4 Last

**Status:** Active in Program [Registration Details](#) + -

'Effective Date: 17/10/2012

'Program Action: DATA Data Change

**Action Reason:** REF1 Referred, 6 months

'Academic Institution: UMANC The University of Manchester

'Academic Program: 02966 PhD Civil Engineering

'Admit Term: 11/21 12/13 Year

Requirement Term: 11/21 12/13 Year

Expected Grad Term:

Last Updated On: 10/10/2012 14:25:47

By: mwwssgb2

Effective Sequence: 2

Action Date: 10/10/2012

Joint Prog Appr: ☐

**Admissions**

☐ From Application

Application Nbr:

Application Program Nbr: 0

'Campus: MAIN Main

'Academic Load: Full-Time

[HESA Instance](#)

[CAS Details](#)

## 2.9 Graduands

Graduands are students who have completed their programme but have not yet had their graduation ceremony. You can see if a student is in this situation using 2 pieces of information, the student status and their graduation date. A graduand will have a status of 'completed' and will not have reached their graduation date.

The status can be seen on the Campus Solutions page: Student Programme/Plan

### Navigation:

Records and Enrolment>Career and Programme Information>Student Programme/Plan

Academic Career: Postgraduate Research [Career Requirement Term](#) Student Career Nbr: 0

Find | View All First 1 of 4 Last

**Status:** Completed Program [Registration Details](#) + -

'Effective Date: 17/10/2012

'Program Action: COMP Completion of Program

Action Reason:

'Academic Institution: UMANC The University of Manchester

'Academic Program: 02966 PhD Civil Engineering

'Admit Term: 11/21 12/13 Year

Requirement Term: 11/21 12/13 Year

Expected Grad Term: 11/21 12/13 Year

Last Updated On: 10/10/2012 14:43:17

By: mwwssgb2

Effective Sequence: 1

Action Date: 10/10/2012

Joint Prog Appr: ☐

**Admissions**

☐ From Application

Application Nbr:

Application Program Nbr: 0

'Campus: MAIN Main

'Academic Load: Full-Time

[HESA Instance](#)

[CAS Details](#)

The Graduation Date can be seen on the Campus Solution page: Graduation Data

### Navigation:

Records and Enrolment>Graduation>Graduation Data

Academic Career PGDR Postgraduate Research

**Graduation Data** Find | View All First 1 of 1 Last

Academic Program	02966	PhD Civil Engineering	Student Career Nbr	0
Academic Institution	UMANC	The University of Manchester		
*Academic Plan	02942	PhD Civil Engineering		
*Term	1121	Completion Term		
Admit Term	1121			
*Graduation Date	01/08/2013	Updated by	mwwwssgb2	10/10/2012

**Awards**

Degree	
Diploma Description	
Subject Description	

**N.B.**

If the graduation date shown is earlier than the current date, the person is now a graduate and will have Alumni access rights.

**2.10 Withdrawing Students**

If students are withdrawn or discontinued, their access to University facilities is curtailed.

**Note: It is essential that schools withdraw / discontinue students in a timely fashion. If this is not done, the student will still have access to University facilities.**

**3 Which Student ID Cards are Valid?**

Access to buildings is commonly controlled using student cards. In some cases, the end date on the student card will not be an accurate reflection of when a student should stop having access.

**3.1 Cards which have an expired end date**

Students may have a student card with an expired end date. The end date may have been exceeded due to a period of interruption in their studies or having an extension to the end of their programme. However:

- A card which has an expired end date will still allow access via automated barrier systems if the student's record in Campus Solutions indicates that they should have access.
- The date on the student card could be considerably out of date but the student should still be given access if their card works in a door / barrier system.

- If there is no automated access system and cards are being checked manually, the date can not be used to indicate whether a person can gain access. The student's school should be contacted to check.

### 3.2 If Cards do not open barriers

Cards that have a valid end date showing on them may still not give a student access via a barrier. There are a number of possible reasons for this:

- The student has completed their studies early or withdrawn from the programme. These people should not be given access. The student record in Campus Solutions must be checked to see if this is the case. (If you do not have access to Campus Solutions you should contact the Operational Helpdesk, (0161 306 65444), to check).
- The student record in Campus Solutions says that the student has completed. If the student claims they are a student and their record in Campus Solutions indicates they are not (e.g. the record may indicate that a student has completed), you should contact the relevant school.
- The record in Campus Solutions shows the student as active but the barriers do not work, you can contact the IT Services Helpdesk (0161 306 5544) who will check with the University Access Control Manager that the right data is going to the barrier system (see also section 4).

### 3.3 Completer Cards

In line with policy for all students, research students are allowed access to facilities until they complete their degree programme and their graduate date has been exceeded (i.e. beyond their registration period). If their student card has an expired end date, although the card will still work, students may wish to get a completer card from the Student Services Centre. The card will look just like a student card but its end date will be extended by three months to assist with security checks in buildings.

If a student wishes to get a completer card because their existing card has an expired end date, the student should contact the Student Services Centre:

Student Services Centre  
Burlington Street  
The University of Manchester  
Oxford Road  
Manchester  
M13 9PL

**Phone:** 0161 275 5000

**Email:** [ssc@manchester.ac.uk](mailto:ssc@manchester.ac.uk)

## 4 Contacts for access problems

The following section gives contacts in various areas who can be contacted regarding any questions on Access.

**If you do not wish to diagnose the problem yourself by referring to the table below, you should:**

Check that the student has an active student record on Campus Solutions, if you cannot check yourself, you should contact the Student Records Office on 0161 306 5444.

If they are still in admissions check that they are not an UGRD or MDUG student still at an Applicant status (i.e. before being put to ADMT/admitted) – these applicants WILL NOT be able to activate their IT account or have any access to facilities.

If the student's record on Campus Solutions is active, you can contact the IT Services Helpdesk who will take ownership of the problem.

Problem	Contact
Student is unable to gain access via barrier systems though they say they are a current student.  You are not able to check student record.	<b>Student Records Team</b>  0161 306 5444  <a href="mailto:cs.records@manchester.ac.uk">cs.records@manchester.ac.uk</a>
Student is unable to gain access via barrier systems though they say they are a current student.  Student record shows they are not active.	<b>The School the student studies in</b>
Student is unable to gain access via barrier systems though they say they are a current student.  Student record shows they are active.	<b>ASD, Integration team</b>  <a href="mailto:ITS-ASD-INTEGRATION-TEAM@listserv.manchester.ac.uk">ITS-ASD-INTEGRATION-TEAM@listserv.manchester.ac.uk</a>
The student record shows a student as active but they can not gain access via barrier systems.	<b>Student Records Team</b>  0161 306 5444  <a href="mailto:cs.records@manchester.ac.uk">cs.records@manchester.ac.uk</a>
Student is unable to gain access to the Library or other library sites such as the Learning Commons and says they are a current student (their record in CS needs to be checked).	<b>University Library, Membership Team</b>  0161 275 3716  <a href="mailto:uml.membership@manchester.ac.uk">uml.membership@manchester.ac.uk</a>
Student is unable to gain access to the Library or Learning Commons and says they are a current student.	<b>ASD, Integration team</b>  <a href="mailto:ITS-ASD-INTEGRATION-TEAM@listserv.manchester.ac.uk">ITS-ASD-INTEGRATION-TEAM@listserv.manchester.ac.uk</a>



Record has been checked in CS and shows student as current.	
Student is unable to gain access to the library or Learning Commons though they say they are a current student.  Record has been checked in CS and shows student is not active.	<b>The School the student studies in</b>
Student is unable to access portal/IT account though they say they are a current student.  You are not able to check the student record.	<b>Student Records Team</b>  0161 306 5444 <a href="mailto:cs.records@manchester.ac.uk">cs.records@manchester.ac.uk</a>
Student is unable to access portal/ IT account.  Record shows the student is a current student	<b>IT Service Desk</b>  0161 306 5544 <a href="http://www.itservices.manchester.ac.uk/contacts/">http://www.itservices.manchester.ac.uk/contacts/</a>
Student is unable to access portal/ IT account.  Record shows the student is not a current student	<b>The School the student studies in</b>
Student is unable to access the out of hours doors door to the Learning Commons	<b>Estates, University access control manager: John Ashton</b> 0161 306 4956 <a href="mailto:john.ashton-2@manchester.ac.uk">john.ashton-2@manchester.ac.uk</a>
Applicant is unable to Activate their IT account  You are not able to check the Applicant record	<b>Student Records Team or Central Admissions</b>  0161 306 5444 <a href="mailto:cs.records@manchester.ac.uk">cs.records@manchester.ac.uk</a>  For Central Admissions enquiries from School users please speak to your named contact in the first instance.
Applicant is unable to Activate their IT account  They are either PGDT/PGDR 'applicant'/'Admitted' OR MDUG/UGRD 'Admitted'	<b>IT Service Desk</b>  0161 306 5544 <a href="http://www.itservices.manchester.ac.uk/contacts/">http://www.itservices.manchester.ac.uk/contacts/</a>

**General Contacts**

Area	Contact
The student record in Campus Solutions	<b>STUDENT RECORDS TEAM, Operational helpdesk</b> 0161 306 5444 <a href="mailto:cs.records@manchester.ac.uk">cs.records@manchester.ac.uk</a>
General question on access rights for	<b>STUDENT RECORDS TEAM, Operational</b>

students	<b>Helpdesk</b> <b>0161 306 5444</b> <a href="mailto:cs.records@manchester.ac.uk">cs.records@manchester.ac.uk</a>
Questions relating to the feed to subsidiary systems from CS	<b>ASD, Integration team</b>  <a href="mailto:ITS-ASD-INTEGRATION-TEAM@listserv.manchester.ac.uk">ITS-ASD-INTEGRATION-TEAM@listserv.manchester.ac.uk</a>
Questions relating to access to University Libraries	<b>Uni Library, Membership Team</b>  0161 275 3716 <a href="mailto:uml.membership@manchester.ac.uk">uml.membership@manchester.ac.uk</a>
Questions relating to access to University buildings	<b>Estates, University access control manager:</b> <b>John Ashton</b> 0161 306 4956 <a href="mailto:john.ashton-2@manchester.ac.uk">john.ashton-2@manchester.ac.uk</a>
Questions relating to the student IT account/student portal	<b>IT Service Desk</b> 0161 306 5544 <a href="http://www.itservices.manchester.ac.uk/contacts/">http://www.itservices.manchester.ac.uk/contacts/</a>

**Appendix: Records Precedence in Access Systems****5.1 Record Precedence for Alma, (the library system)**